TENDER NOTICE

INTERNATIONAL ISLAMIC UNIVERSITY ISLAMABAD (IIUI) is a Public Sector University and invites sealed bids from the Original Manufacturer or Authorized Distributors (With Valid Authorization/Distribution Certificate) or Suppliers, registered with Income Tax and Sales Tax Departments and who are on **Active Taxpayers List** (ATL) of the Federal Board of Revenue (FBR) for the following items for IIU as per following:

#	Items' Description	Tender Fee (Rs.) *(Non-Refundable)*	Earnest Money *(Refundable)*
1.	**"Request for Proposal (RFP) for Cloud Server Hosting Services for One Year Agreement"** Tender Documents/RFP/BoQ holds complete detail/specs.	**5,000/-**	**02% of the total value of the bid**

2.   The Tenderers are required to quote/offer a **maximum discount rate** on the retail price of both above said tender.

3.   The Tenderers may access the Tender Documents containing detailed terms and conditions, Specifications etc. on websites of **IIUI (https://www.iiu.edu.pk)** and **PPRA/EPADS (https://eprocure.gov.pk)** only. International Islamic University, Islamabad will follow the PPRA rule of ***Single Stage – Two Envelope procedure;***

4.   The Tender Documents must be supported **Earnest Money** (refundable) and **Tender Fee (Rs.5,000,** non-refundable) as shown in above table in shape of *CDR/Demand Draft/B.C/ Pay Order* in favourof International Islamic University, Islamabad**.**

5.   The bids shall be prepared in accordance with the instructions in the bidding documents. The Tenderers must submit their bids on **PPRA EPADS only** on or before the bid opening date and time. Any information regarding the procurement/technical issues may kindly be acquired from the following offices please:

For any Procurement/Tender Documents related queries; please contact:	For any Technical related queries; please contact:	
Muhammad Bilal, Asstt. Director-II (P&S) Phone No: 051-9019255 muhammad.bilal@iiu.edu.pk	**Mr. Junaid Azhar** Dy. Director (Software) 051-9019539 Email: junaid.azhar@iiu.edu.pk	**Mr. Shahid Mehmood,** Dy. Director (Networks) Phone No: 051-9019570 Email: **shahid**@iiu.edu.pk

6.   The bids received on EPADS on or before **December 09, 2025, at 10:30 A.M** and will be opened by the ***Procurement Committee*** on the same day at 11:00 A.M. in the above said address in the presence of bidders/their representative(s) who may like to attend the bid opening. The Bidders are required to submit the Hard copies ***(along with the original CDR of 2% as Earnest Money with Finance Bid and tender fee with Technical Bid)*** of their Bids in the Office of the undersigned on or before the bid opening date/time.

7.   The International Islamic University Islamabad reserves the right to accept or reject any or all bid(s) in terms of Rule-33 of Public Procurement Rules 2004.

Muhammad Bilal, Asstt. Director-II,
Purchase & Store Section,
International Islamic University, Islamabad. Tel: 051-9019255

Request for Proposal (RFP)
for
Cloud Server Hosting Services

International Islamic University, Islamabad

SCHEDULE

Name of Organization	International Islamic University, Islamabad
RFP Notice No. (IIUI)	IIUI/CLOUD/2025/01
Tender Type	Single Stage, Two Envelope
Tender Category	Services
Type/Form of Contract	**Request for Proposal (RFP) for Cloud Server Hosting Services for One Year Agreement**
Is Multi Currency Allowed	No (Pakistani Rupees Only)
Date of Issue/Publishing	November 18, 2025
Tender Start Date	November 18, 2025
Tender End Date	December 09, 2025 @ 10:30am
Date and Time of Opening of Technical Bids	December 09, 2025 @ 11:00am
Tender Fee	**Rs. 5,000/- (Rupees Five Thousand Only)**
Bid Validity Period	90 days
Address for Communication	Office of Purchase & Stores Room 213, 2nd Floor, Admin Block, Sector H-10, International Islamic University, Islamabad. Ph: +92 51 9019255
Email Address for Technical Correspondence	shahid@iiu.edu.pk / webmaster@iiu.edu.pk

EXECUTIVE SUMMARY:
The International Islamic University, Islamabad (IIUI) invites sealed bids from qualified Cloud Service Providers for the provision of **"Cloud Server Hosting Services"** as per specifications outlined in this RFP document. The University seeks a comprehensive cloud hosting solution to support multiple virtual machines with specific configurations to host critical business applications, Database (MySQL and PostgreSQL), and web hosting services.

The selected cloud service provider must demonstrate proven expertise in enterprise-grade cloud hosting, maintain data centers within Pakistan, and provide 24/7 technical support with guaranteed service level agreements. All proposals must comply with Pakistani regulatory requirements and PPRA procurement procedures.

SECTION I: PROJECT OVERVIEW AND SCOPE OF WORK

1.1 Background
IIUI is a leading public sector educational institution requiring robust, scalable, and secure cloud hosting infrastructure to support its digital transformation initiatives. The University currently operates various IT systems and requires a reliable cloud hosting partner to ensure business continuity and enhanced performance.

1.2 Scope of Work
The successful cloud service provider will be responsible for providing comprehensive cloud hosting services including:

A. Infrastructure as a Service (IaaS)
- Provision and management of virtual machines as per technical specifications
- High-availability cloud infrastructure with redundancy
- Scalable computing resources with on-demand provisioning

B. Platform Services
- Managed cloud panel with role-based access control
- Monitoring and alerting services
- Backup and disaster recovery solutions
- Security services including firewall and DDoS protection

C. Support Services
- 24/7 technical support
- Proactive monitoring and maintenance
- Regular reporting and performance analytics
- Training for IIUI technical staff

1.3 Contract Duration
The initial contract period shall be either one or three years with an option to extend for an additional one year based on mutual agreement and satisfactory performance evaluation.

SECTION II: TECHNICAL REQUIREMENTS AND SPECIFICATIONS

2.1 Virtual Machine Specifications
Virtual Machine 01:
- **CPU:** 48 vCores (minimum 2.2 GHz per core)
- **RAM:** 200 GB
- **Storage:** 1 TB SSD
- **Operating System:** Ubuntu Server (Latest LTS)
- **Network:** 1 Gbps dedicated bandwidth
- **Purpose:** Odoo Application

Virtual Machine 02:
- **CPU:** 24 vCores (minimum 2.2 GHz per core)
- **RAM:** 200 GB
- **Storage:** 1 TB SSD
- **Operating System:** Ubuntu Server (Latest LTS)
- **Network:** 1 Gbps dedicated bandwidth
- **Purpose:** Database Server (PostgreSQL)

Virtual Machine 03: Web Hosting Server (LAMP)

- **CPU:** 12 vCores (minimum 2.2 GHz per core)
- **RAM:** 32 GB
- **Primary Storage:** 500 GB
- **Backup Storage:** 1 TB HDD for backup purposes
- **Operating System:** Ubuntu Server (Latest LTS)
- **Network:** 1 Gbps dedicated bandwidth
- **Purpose:** LAMP architecture for web hosting (1 primary domain + 25 subdomains)

Virtual Machine 04:
- **CPU:** 4 vCores (minimum 2.2 GHz per core)
- **RAM:** 8 GB
- **Primary Storage:** 500 GB
- **Operating System:** Ubuntu Server (Latest LTS)
- **Network:** 1 Gbps dedicated bandwidth
- **Purpose:** LAMP architecture for web hosting

2.2 Cloud Platform Requirements
2.2.1 Data Center & Infrastructure Certifications
- Cloud Service Provider must maintain at least one **Tier-III or Higher Certified Data Center Facility** (TIA-942-C Rated-3 or equivalent) for fault tolerance and high availability
- Redundant power, cooling, and network paths to ensure **≥99.95% infrastructure uptime**
- **Minimum one (1) hosting facilities** must be located within Pakistan to comply with data residency and regulatory requirements
- Cloud provider should hold ANSI/TIA-942/ PCI DSS v4.01 for their cloud platform
- Cloud provider must possess **ISO 27001, 27017 and 27018' certifications** for Information Security Management Systems

2.2.2 Cloud Architecture & Native Services
The cloud platform must provide all services through a **unified management console** including:
Compute & Networking:
- Virtual Machines with flexible vCPU, RAM, and storage profiles
- Virtual Private Cloud (VPC) with subnets and network isolation
- Elastic IP management and MPLS P2P connectivity options
- IPSec VPN support for secure connectivity

Storage & Data Management:
- Native object storage solution with high durability
- **Distributed storage technology** ensuring high availability and data durability with **minimum two (2) replicas** of all data across multiple physical devices
- Automated backup solutions with point-in-time recovery

Security & Protection:
- **Load Balancer** with SSL termination
- **Firewall** with customizable security rules
- **Web Application Firewall (WAF)** with DDoS protection
- Built-in **Intrusion Detection Systems (IDS)**

Platform Services:
- **Auto Scaling** capabilities for dynamic resource allocation
- **Kubernetes support** for container orchestration
- **Backup & Disaster Recovery** with multi-zone replication

Management & Monitoring:
- **Identity & Access Management (IAM)** with Role-Based Access Control (RBAC) and Multi-Factor Authentication (MFA)
- Integrated monitoring and logging
- Performance analytics and alerting systems

2.3 Security & Compliance Requirements
2.3.1 Data Protection
- **Data encryption at rest** using AES-256 or equivalent
- **Data encryption in transit** using TLS 1.2 or higher

- Data backup encryption with separate encryption keys

2.3.2 Network Security

- **Built-in DDoS protection** with automatic mitigation
- Network-level firewall with customizable rules
- Intrusion Detection and Prevention Systems (IDS/IPS)
- Regular security vulnerability assessments and patching

2.3.3 Access Control & Identity Management

- Multi-factor authentication (MFA) for administrative access
- Role-based access control (RBAC) with granular permissions
- Audit logging of all administrative activities

2.4 Service Management Requirements

2.4.1 Cloud Management Panel

- Role-based cloud management console with intuitive interface
- Real-time monitoring metrics and dashboards
- Resource provisioning and de-provisioning capabilities
- Scalability and load balancing management across all environments
- Automated alert notifications and escalation procedures

2.4.2 Backup & Disaster Recovery

- Regular automated backups with configurable schedules
- Multi-zone disaster recovery capabilities
- Recovery Time Objective (RTO): ≤30 minutes for Tier-1 services
- Recovery Point Objective (RPO): ≤15 mints for critical data
- Backup verification and restoration testing procedures

2.4.3 Additional Services

- Registered cPanel license with WHM access
- Support for open-source applications (WordPress, Moodle, OJS, OMP)
- Separate cPanel instances for subdomain management
- Existing server migration support via WHM
- SSL Certificate Management: Positive Wild Card SSL or equivalent for minimum 25 subdomains

2.5 Performance & Availability Requirements

2.5.1 Network Performance

- Minimum 1 Gbps dedicated bandwidth per virtual machine
- Unlimited data transfer with DDoS protection
- Network latency ≤50ms within Pakistan
- 99.95% network availability guarantee

2.5.2 Storage Performance

- **IOPS Performance:** Minimum 10,000 IOPS for SSD storage
- Storage throughput minimum 500 MB/s read and 300 MB/s write
- Storage scalability without service interruption

<mark>**SECTION III: ELIGIBILITY CRITERIA AND VENDOR QUALIFICATIONS**</mark>

3.1 Mandatory Eligibility Criteria

3.1.1 Legal and Regulatory Requirements

- Must be a legally registered company in Pakistan with valid business registration
- **Active Taxpayer Certificate** and compliance with FBR requirements
- **GST/Sales Tax Registration** with Pakistan Revenue Authority
- **Not blacklisted** by any Government, Semi-Government, or Autonomous organization in Pakistan

3.1.2 Technical Qualifications

- **Successful implementation** of cloud hosting project for Educational/Gov/Enterprise in Pakistan
- Possession of required **industry certifications** (ISO 27001, 27017, 27018, ANSI/TIA-942-C, PCI DSS)
- **Data center facilities** located within Pakistan

- **3.2 Technical Evaluation Criteria**

  Bidders will be evaluated based on the following technical criteria with a **minimum qualifying score of 60 out of 100 points**:

S.No	Criteria	Maximum Points	Evaluation Details
1	**Company Experience & Establishment**	20	Years of establishment (min 10 year = 10 points, each additional year = 2 point, max 20)
2	**Project Portfolio**	25	CSP must demonstrate minimum 5 Projects for Cloud Services (IaaS) (3 marks each = 15 points, each additional = 2 points, max 25)
3	**Certifications & Compliance**	25	Proposed Cloud platform should be certified with following international Certifications ISO 27001 **5 Points** ISO 27017 **5 Points** ISO 27018 **5 Points** ANSI/TIA-942-c/PCI DSS v4.0.1 **5 Points**
4	**Technical Expertise**	15	Minimum 1 certified network engineer (CCNP or equivalent) **03 Points** Minimum 1 certified security professional (CISSP or equivalent) **03 Points** Minimum 1 Certified Cloud Security Professional (CCSP) **03 Points** Minimum 2 certified system administrators for Linux/Windows environments **03 Points** 24/7 support capability along with dedicated Cloud Support Helpline **03 Points**
5	**Infrastructure & Data Centers**	5	Data center locations, redundancy, network infrastructure ▪ CSP should have at least 1 geographically site within Pakistan **05 Points**
6	**References**	10	5 customer references 02 Points Each
Total		**100**	**Minimum Qualifying Score: 60 points**

3.3 Required Certifications for Technical Staff

- **Minimum 2 certified cloud platform engineers** (AWS/Azure/Google/ Alibaba/Huawei Cloud Certified)
- **Minimum 1 certified network engineer** (CCNP or equivalent)
- **Minimum 1 certified security professional** (CISSP or equivalent)
- **Minimum 1** Certified Cloud Security Professional (CCSP)
- **Minimum 2 certified system administrators** for Linux/Windows environments

SECTION IV: SERVICE LEVEL AGREEMENTS (SLAs)

4.1 Availability SLAs

4.1.1 Infrastructure Availability

- **Compute Services:** 99.95% uptime guarantee per month
- **Storage Services:** 99.95% uptime guarantee per month
- **Network Services:** 99.95% uptime guarantee per month
- **Overall System Availability:** 99.95% composite availability

4.1.2 Performance **SLAs**

- **VM Boot Time:** Maximum 5 minutes for standard instances
- **Resource Provisioning:** Maximum 30 minutes for additional resources
- **Data Transfer Speed:** Minimum 1 Gbps sustained throughput

4.2 Support SLAs

4.2.1 Technical Support Requirements

- **24/7 bilingual technical support** (English & Urdu) via multiple channels:
  - Phone support with dedicated helpline
  - Email support with ticket system
  - Web portal with live chat capability
  - On-site support when required

4.2.2 Response Time SLAs

Priority Level	Issue Type	Response Time	Resolution Time
Critical (P1)	Complete service outage	30 minutes	4 hours
High (P2)	Significant service degradation	1 hour	8 hours
Medium (P3)	Minor issues, feature requests	4 hours	24 hours
Low (P4)	General inquiries, documentation	8 hours	72 hours

4.2.3 Escalation Matrix
- **Level 1:** Technical Support Specialist (0-30 minutes)
- **Level 2:** Senior Technical Engineer (30-60 minutes)
- **Level 3:** Technical Manager/Architect (1-2 hours)
- **Level 4:** Service Delivery Manager (2-4 hours)

4.3 Disaster Recovery SLAs
4.3.1 Recovery Objectives
- **Recovery Time Objective (RTO):** ≤15 minutes for Tier-1 services
- **Recovery Point Objective (RPO):** ≤30 hours for critical data
- **Backup Completion Time:** Within 6-hour maintenance window
- **Backup Verification:** 100% automated verification with monthly restoration testing

4.3.2 Data Protection Guarantees
- **Data Durability:** 99.95% annual durability
- **Backup Retention:** Minimum 90 days for automated backups
- **Geographic Replication:** Cross-data center replication within Pakistan Islamabad to Lahore
- **Data Recovery:** 99.95% successful recovery rate for requested data

4.4 SLA Monitoring and Reporting
4.4.1 Performance Monitoring
- **Real-time monitoring** with automated alerting
- **Monthly SLA reports** with detailed performance metrics
- **Quarterly business reviews** with service improvement recommendations
- **Annual service assessment** with optimization strategies

4.4.2 SLA Credits and Penalties:

Service Level Breach	SLA Credit
99.9% - 99.95% availability	10% monthly service credit
95% - 99.9% availability	25% monthly service credit
Below 95% availability	50% monthly service credit

SECTION V: SUBMISSION REQUIREMENTS AND PROCEDURES

5.1 Bidding Procedure
This procurement follows the **Single Stage, Two Envelope Procedure** as per PPRA Rules:
5.1.1 Envelope Structure
- **Outer Envelope:** Marked with RFP reference number and bidder details
- **Inner Envelope 1:** Technical Proposal (marked "TECHNICAL PROPOSAL")
- **Inner Envelope 2:** Financial Proposal (marked "FINANCIAL PROPOSAL")

5.1.2 Technical Proposal Requirements
The Technical Proposal must include:
1. **Mandatory Eligibility Documents (Annexure-A)**
   - Company registration certificates
   - Tax registration documents (NTN, GST)
   - Active Taxpayer Certificate
   - Financial statements (last 3 years)
   - Non-blacklisting affidavit
2. **Technical Compliance Sheet (Annexure-B)**
   - Point-by-point compliance with technical specifications
   - Detailed technical architecture and implementation plan

- o Service delivery methodology
3. **Company Profile and Experience (Annexure-C)**
   - o Company background and organizational structure
   - o Project portfolio with references
   - o Technical team qualifications and certifications
4. **Certifications and Accreditations (Annexure-D)**
   - o ISO 27001 certificate
   - o ISO 27017 Certificate
   - o ISO 27018 Certificate
   - o Data center certifications (TIA-942 or equivalent)
   - o PCI DSS Certificate v4.0.1
5. **Service Level Agreement Compliance (Annexure-E)**
   - o SLA commitment matrix
   - o Monitoring and reporting procedures
   - o Escalation and support framework

5.1.3 Financial Proposal Requirements
The Financial Proposal must include:
1. **Pricing Schedule (Annexure-F)**
   - o Setup and implementation costs
   - o Monthly recurring charges for each VM
   - o Additional services pricing
   - o Annual maintenance and support costs
2. **Commercial Terms (Annexure-G)**
   - o Payment terms and schedule
   - o Currency and tax implications
   - o Contract terms and conditions

5.2 Tender Fee and Earnest Money
5.2.1 Tender Fee
- **Amount:** Rs. 5,000/- (Rupees Five Thousand Only)
- **Form:** Bank Draft/Pay Order in favor of "International Islamic University, Islamabad"
- **Note:** Non-refundable tender fee must be submitted with Technical Proposal

5.2.2 Earnest Money Deposit
- **Amount:** 2% of total quoted price
- **Form:** CDR/Bank Draft/Pay Order in favor of "International Islamic University, Islamabad"
- **Validity:** Must remain valid for 90 days from tender opening date
- **Return:** Will be returned to unsuccessful bidders after contract award

5.3 Submission Details
5.3.1 Submission Requirements
- All documents must be in English language
- Original signatures and company stamps required on all documents
- Technical literature and brochures should be provided where applicable
- Soft copies on USB to be provided along with hard copies

5.3.2 Submission Address
Deputy Director (Purchase & Stores)
International Islamic University, Islamabad
Administration Block, 1st Floor, Sector H-10
Islamabad, Pakistan
Phone: +92 51 9019255

SECTION VI: EVALUATION PROCESS AND AWARD CRITERIA

6.1 Technical Evaluation Process
6.1.1 Preliminary Examination
- Verification of mandatory eligibility documents
- Completeness check of technical proposal
- Compliance with submission requirements

6.1.2 Detailed Technical Evaluation

- Technical specifications compliance assessment
- Evaluation against technical criteria (Section III)
- Reference verification and due diligence
- **Minimum qualifying score:** 60 out of 100 points

6.1.3 Proof of Concept (Optional)

IIUI reserves the right to request a **Proof of Concept (PoC)** demonstration from technically qualified bidders to validate:

- Cloud platform capabilities
- Management interface functionality
- Performance benchmarks
- Security features implementation

6.2 Financial Evaluation

6.2.1 Financial Bid Opening

- Only technically qualified bidders' financial bids will be opened
- Financial bids will be evaluated on **Least Cost Basis**
- All costs must be quoted in Pakistani Rupees (PKR) inclusive of applicable taxes

6.2.2 Price Evaluation Criteria

- **Setup and Implementation Costs:** One-time charges
- **Monthly Recurring Charges:** Regular hosting and management fees
- **Additional Services:** Optional services and add-ons
- **Total Cost of Ownership:** 3-year total cost calculation

6.3 Award Criteria

6.3.1 Final Selection

The contract will be awarded to the bidder who:

- Meets all technical qualification requirements (minimum 60 points)
- Quotes the lowest evaluated financial bid
- Successfully demonstrates PoC (if required)
- Provides satisfactory references

6.3.2 Contract Award Process

1. Issue of Letter of Acceptance to successful bidder
2. Contract signing and legal documentation
3. Project kick-off and implementation planning

SECTION VII: COMMERCIAL TERMS AND CONDITIONS

7.1 Pricing and Payment Terms

7.1.1 Currency and Pricing

- All prices must be quoted in Pakistani Rupees (PKR)
- Prices must be inclusive of all applicable taxes (GST, Income Tax, etc.)
- Fixed pricing for the initial 1 and 3-year contract period
- Flexible pricing structures, Pay-As-You-Go as well as Fixed Pricing from CSP.
- No price escalation allowed during the contract period

7.1.2 Payment Structure

- **Setup Costs:** Payable upon successful implementation and acceptance
- **Monthly Charges:** Payable in advance on monthly basis
- **Annual Maintenance:** Payable annually in advance
- **Additional Services:** Payable as per agreed terms

7.1.3 Payment Terms

- **Payment Schedule:** Net 30 days from invoice date
- **Invoice Requirements:** Detailed invoices with service breakdown
- **Payment Method:** Bank transfer or cheque as per university procedures
- **Advance Payments:** Monthly hosting charges to be paid in advance

7.2 Contract Duration and Renewal

7.2.1 Initial Contract Period

- **Primary Term:** one and Three years from service commencement
- **Renewal Option:** One (1) additional years by mutual agreement
- **Service Commencement:** Within 10 days of contract signing

7.2.2 Renewal Terms

- Performance evaluation-based renewal
- Price renegotiation allowed for renewal period
- Minimum 90 days' notice required for non-renewal

7.3 Trial and Proof of Concept
7.3.1 PoC Enablement
- **Trial Period:** 30 days free trial/PoC before contract commitment
- **PoC Scope:** Limited implementation to demonstrate capabilities
- **Evaluation Criteria:** Performance, functionality, Features and user experience
- **Migration Support:** Seamless transition from PoC to production

7.4 Support and Maintenance Terms
7.4.1 Included Support Services
- 24/7 monitoring and alerting
- Regular security updates and patches
- Backup management and monitoring
- Performance optimization
- Technical support as per SLA

7.4.2 Additional Support Services
- **On-site Support:** Available on request with additional charges
- **Emergency Support:** Expedited response with premium charges
- **Consulting Services:** Technical consulting and optimization
- **Training Services:** Staff training on cloud platform usage
-

SECTION VIII: SPECIAL CONDITIONS AND REQUIREMENTS

8.1 Data Residency and Compliance
8.1.1 Data Sovereignty
- All data must remain within Pakistan
- Compliance with Pakistani data protection laws and regulations
- Government access rights as per Pakistani legislation

8.1.2 Regulatory Compliance
- Adherence to State Bank of Pakistan guidelines for financial data (if applicable)
- Compliance with Pakistan Telecommunication Authority regulations
- Audit rights for IIUI and government authorities

8.2 Security and Access Requirements
8.2.1 Security Clearance
- Background verification of all technical staff with access to IIUI systems
- Security clearance certificates for personnel handling sensitive data
- Confidentiality agreements for all service provider staff
- Periodic security training for technical teams

8.2.2 Access Control and Monitoring
- Privileged access management with detailed audit trails
- Two-person authorization for critical system changes
- Regular access reviews and certification processes
- Immediate access revocation procedures for terminated staff

8.3 Migration and Transition
8.3.1 Initial Migration Support
- Existing server migration support via WHM for VM03
- Data migration services with zero data loss guarantee
- Application migration and configuration support
- DNS and domain management transition assistance

8.3.2 Service Transition Planning
- Detailed migration plan with timelines and milestones
- Risk assessment and mitigation strategies
- Rollback procedures in case of migration issues
- Parallel running option during transition period

8.4 Performance and Quality Assurance
8.4.1 Performance Monitoring
- Continuous performance monitoring with real-time dashboards
- Monthly performance reports with trend analysis
- Capacity planning and proactive scaling recommendations
- Performance optimization services included

8.4.2 Quality Assurance Program
- Regular service quality assessments
- Customer satisfaction surveys
- Service improvement initiatives
- Best practices implementation

SECTION IX: CONTRACT CONDITIONS AND LEGAL TERMS

9.1 Penalties and Liquidated Damages
9.1.1 Service Level Penalties
- **SLA breach penalties** as per Section IV (SLA Credits)
- **Security incident penalties:** Up to 5% of Monthly contract value
- **Data breach penalties:** As per applicable laws and regulations under the responsibility matrix agreed between the parties.

9.2.2 Termination Conditions
- **Immediate termination** for material breach or security violations
- **30-day notice** for convenience termination by either party
- **Performance-based termination** for persistent SLA failures
- **Data return obligations** upon contract termination

9.3 Intellectual Property and Confidentiality
9.3.1 Data Ownership
- **IIUI retains full ownership** of all data and content
- **No data mining or analysis** by service provider without consent
- **Immediate data deletion** upon contract termination (if requested)

9.3.2 Confidentiality Obligations
- **Comprehensive Non-Disclosure Agreement** for all personnel
- **Information security policies** aligned with standard ISO requirements
- **Breach notification procedures** within 24 hours

9.4 Dispute Resolution and Governing Law
9.4.1 Dispute Resolution Mechanism
1. **Direct negotiation** between designated representatives
2. **Mediation** through mutually agreed mediator
3. **Arbitration** under Arbitration Act of Pakistan
4. **Court jurisdiction** in Islamabad, Pakistan

9.4.2 Governing Law
- **Pakistani Law** governs all contractual obligations
- **PPRA Rules 2004** applicable for procurement procedures
- **Information Technology Act** compliance requirements

SECTION X: ANNEXURES AND FORMS

Annexure-A: Mandatory Eligibility Criteria Checklist:

S.No	Mandatory Eligibility Criteria	Documents Required	Submitted (Yes/No)
1	Company Registration and Legal Status	Certificate of Incorporation, Business Registration	
2	Tax Registration and Compliance	NTN Certificate, GST Registration, Active Taxpayer Certificate	
3	Technical Experience	Project certificates, client references, portfolio	
4	Industry Certifications	ISO 27001, 27017, 27018, PCI DSS v4.0.1	
5	Data Center Certifications	TIA-942-C or equivalent certifications	
6	Non-Blacklisting Declaration	Affidavit on stamp paper, notarized	
7	Earnest Money Deposit	CDR/Bank Draft/Pay Order (2% of bid value)	
8	Tender Fee	CDR/Bank Draft/Pay Order (Rs. 5,000/-)	

<mark>Annexure-B:</mark> Technical Compliance Matrix

S.No	Technical Requirement	IIUI Requirement	Bidder Offering	Compliance (Yes/No/Partial)	Remarks
Virtual Machine Specifications					
1	VM01	32 vCores, 200 GB RAM, 1TB SSD			
2	VM02	24 vCores, 200 GB RAM, 1TB SSD			
3	VM03	12 vCores, 32GB RAM, 500GB SSD+1TB HDD			
4	VM04	4 vCores, 8GB RAM, 500GB SSD			
Infrastructure Requirements					
5	Data Center Certification	TIA-942 or equivalent			
6	Data Centers in Pakistan	Minimum 1 facility			
7	Uptime Guarantee	≥99.95% infrastructure uptime			
8	Network Bandwidth	1 Gbps per VM			
9	DDoS Protection	Built-in protection			

<mark>Annexure-C:</mark> Company Profile Template

Section C1: Company Background
- Company name and registration details
- Year of establishment and business history
- Organizational structure and key personnel
- Office locations and contact information

Section C2: Technical Expertise
- Cloud hosting experience and expertise
- Technical team qualifications and certifications
- Infrastructure and data center details
- Technology partnerships and alliances

Section C3: Project Portfolio
- List of similar projects completed
- Client references with contact information
- Project value and duration details
- Success stories and case studies

<mark>Annexure-D:</mark> Certification Requirements

D1: Required Industry Certifications
- ISO 27001:2013 (Information Security Management)
- ISO 27017:2015 (Cloud Services Security)
- ISO 27018:2019 (Cloud Privacy Protection)
- PCI DSS v4.01/TIA-942 certification or equivalent

D2: Technical Staff Certifications
- Cloud platform certifications (AWS/Azure/Google/Alibaba/Huawei Cloud)
- Network certifications (CCNP/CCIE)
- Security certifications (CISSP/CISM/CEH/CRISC)
- System administration certifications

<mark>Annexure-E:</mark> Service Level Agreement Commitment Form

E1: Availability Commitments

Service	SLA Commitment	Measurement Method	Penalty for Breach
Compute Services	99.95% monthly uptime	Automated monitoring	SLA credits as per matrix
Storage Services	99.95% monthly uptime	Automated monitoring	SLA credits as per matrix
Network Services	99.95% monthly uptime	Automated monitoring	SLA credits as per matrix

E2: Support Response Commitments

Priority	Response Time	Resolution Time	Escalation Path
Critical (P1)	15 minutes	4 hours	L1→L2→L3→L4
High (P2)	1 hour	8 hours	L1→L2→L3
Medium (P3)	4 hours	24 hours	L1→L2
Low (P4)	8 hours	72 hours	L1

Annexure-F: Financial Proposal Template
F1: Setup and Implementation Costs

Item	Description	Quantity	Unit Price (PKR)	Total Price (PKR)
Infrastructure Setup	Initial cloud setup and configuration (if required)	1		
Migration Services	Data and application migration (if required)	1		
Training	Staff training on cloud platform (if required)	1		
Total Setup Cost				

F2: Recurring Charges

Service	Specification	Monthly Cost (PKR)	1 Year Cost (PKR)	3 Year Cost (PKR)
VM01 Hosting	32 vCores, 200GB RAM, 1TB SSD			
VM02 Hosting	24 vCores, 200GB RAM, 1TB SSD			
VM03 Hosting	12 vCores, 32GB RAM, 500GB SSD+1TB HDD			
VM04 Hosting	4 vCores, 8GB RAM, 500GB SSD			
Management Services	24/7 monitoring and management			
Backup Services	Automated cloud backup for 1TB storage of data			
Security Services	Firewall, DDoS protection, antivirus (if required)			
Support Services	24/7 technical support (if required)			

Note: The quoted cost must include all applicable taxes

F3: Additional Services Pricing

Service	Unit	Price (PKR)	Remarks
Additional vCPU	Per core per month		
Additional RAM	Per GB per month		
Additional Storage	Per GB per month		
Additional Backup	Per GB per month		
SSL Certificates	Per certificate per year		
Domain Services	Per domain per year		
On-site Support	Per visit		

Annexure-G: Commercial Terms Acceptance Form
G1: Payment Terms Acceptance
- [ ] I/We accept the payment terms as specified (Net 30 days)
- [ ] I/We accept advance payment requirement for monthly charges
- [ ] I/We accept PKR currency and inclusive tax pricing requirement

G2: Contract Terms Acceptance
- [ ] I/We accept the 3-year initial contract duration
- [ ] I/We accept the 2-year renewal option terms
- [ ] I/We accept the 30-day service commencement requirement

G3: SLA and Penalty Acceptance
- [ ] I/We commit to all SLA requirements as specified
- [ ] I/We accept the penalty structure for SLA breaches

Annexure-H: Declaration and Undertaking
H1: Bidder's Declaration
We, **[Company Name]**, hereby certify that:
1. All information provided in this proposal is true and accurate
2. We have read and understood all RFP requirements

3. We commit to comply with all technical and commercial requirements
4. We accept all terms and conditions specified in this RFP
5. We have the technical and financial capability to execute this project
6. We have not been blacklisted by any organization
7. We will maintain confidentiality of all information shared

H2: Authorized Signatory
Name: _____
Designation: _____
Company Name: _____
Date: _____
Company Seal: _____
Signature: _____

IMPORTANT NOTES AND DISCLAIMERS
General Conditions
1. **Right to Reject:** IIUI reserves the right to reject any or all proposals without assigning any reason
2. **Amendments:** Any amendments to this RFP will be communicated through official channels
3. **Clarifications:** All clarifications must be requested in writing before the specified deadline
4. **Selection of VMs:** IIUI reserves the right to determine and deploy the quantity of virtual machines (VMs), along with their baseline and revised specifications, in accordance with the Pay-As-You-Go model.
5. **Compliance:** Proposals not complying with RFP requirements may be rejected
6. **Evaluation:** IIUI's decision on technical and financial evaluation shall be final

"HIRING/RENEWAL OF WEB SERVER HOSTING SERVICES FOR ONE (01) YEARS *(CLOSED FRAMEWORK AGREEMENT)*" FOR IIUI

"TERMS AND CONDITIONS"

1. Any addition, deletion or modification of any clause of the procurement terms & conditions of International Islamic University Islamabad (IIUI) by any vendor will not be acceptable and may lead to rejection of the bid.

2. Original Manufacturer / Authorized Distributors (With Valid Authorization/ Distribution Certificate) / Suppliers registered with Income Tax, Sales Tax Department and who are on Active Taxpayers List (ATL) of FBR, are eligible to participate in tender.

3. Documents along with CDR/Pay Order/Demand Draft amounting to **Rs.5,000/-** as a tender documents Fee *(Non-Refundable)* shall be submitted in favor of International Islamic University, Islamabad, to the address given below.

4. Part / Advance payments is not allowed.

5. The exact completion/delivery time from the date of the purchase/work order will be maximum **15-days or as agreed**. The handing over / completion time is of critical importance.

6. After opening of bids, International Islamic University Islamabad will examine the bids for completeness as per tender document.

7. Purchase order will be awarded to the lowest evaluated/technically recommended bidder on the basis of item wise / subtotal wise / grand total wise according to the nature of BoQs/Compatibility requirements.

8. International Islamic University Islamabad, will follow the PPRA rule of **Single Stage - Two Envelope procedure;**

9. **Payment Terms**: Payment will be made after the successful delivery of the items/services, installation at respective place(s), and inspection by the Inspection Committee.

10. *Security Money @ 10% of the total value of the supply order shall be retained by the IIU till the successful completion of the warranty period (with a minimum one/two/three-year warranty, including free maintenance and support) of the goods/services/works.*

11. The Earnest Money of the successful bidder(s) will be released upon the deduction of Security Money from their invoice by the Finance Department, IIUI.

12. The bid should be submitted in a sealed envelope up to **09-12-2025** on or before **10:30 a.m** and Technical Proposals will be opened on the same date **at 11:00 a.m** in the presence of available bidders.

13. The envelope should be marked as under;

Assistant Director-II (P&S)
Room No. 213, 2nd Floor, Admin Block, Sector H-10, New Campus
International Islamic University, Islamabad (Tel: 051-9019255)

14. The envelope shall also bear the word **"CONFIDENTIAL"** and following identification quotation for **"Request for Proposal (RFP) for Cloud Server Hosting Services for One Year Agreement"**.

15. **If the vendor fails to deliver the goods to International Islamic University, Islamabad in time then the penalty will be charged as under:**

    a) Late Delivery Charges will be charged @ 02% per month of the total Purchase Order value and up to the maximum limit of 10%; LD Charges will be deducted from the invoice of the firm concerned.
    b) If the vendor fails to deliver the goods/services during the delivery time or extended time period *(if allowed)* then the purchase/work order may be cancelled, Earnest Money will be forfeited and the IIUI also reserves the right to blacklist the defaulter.

16. If the delivered goods / services are not according to the required quality standards/ specifications, the same shall be liable to be rejected after inspection. The bidder/vendor would be required to REPLACE as per requirements mentioned in our BoQs at no cost to the IIUI, otherwise the purchase / work order will be cancelled after due date with confiscation of earnest money AND bidder will bear all cost and expenses **thereof**.

17. All prices should be quoted on **FOR Basis (inclusive of all applicable taxes).**

18. All prices should be valid for at least **90 days** Withdrawal or any modification of the original offer within the validity period shall entitle IIUI to forfeit the earnest money in favor of the IIUI and / or put a ban on such vendor participation in IIUI tenders / works.

19. It is the sole responsibility of the bidder / agent / supplier / manufacturer to comply with the applicable laws, be national or international.

20. In case of any dispute, decision of the Grievance Redressal Committee (GRC) will be final and binding upon the parties.

21. The IIUI reserves the right to modify the quantities of goods / services at any time before the award of purchase/ work order.

22. **The bidder is required to furnish in form of "CDR" @ 02% (Re-fundable) as Earnest/Security Money in favor of "International Islamic University Islamabad" which will be released after the completion of Agreement. Any bid not accompanied by Earnest Money shall be rejected without any right of appeal.**

23. International Islamic University Islamabad reserves the rights to accept or reject the bid if;
    i. Received later than the date and time fixed for tender submission
    ii. The tender is unsigned/ unstamped
    iii. The offer is ambiguous
    iv. The offer is conditional
    v. Offer is made by the unauthorized agent/ supplier/service provider of the original equipment manufacturer.
    vi. The offer is from a firm, which is black listed by any Govt. Office.
    vii. The offer is received by telephone/telex/fax/telegram.
    viii. Any unsigned / ambiguous erasing, cutting / overwriting etc. is made.
    ix. The Company Profile, client list and detail of similar projects/works is not attached.

24. The bidder should furnish a **CERTIFICATE** on judicial STAMP PAPER worth Rs.100 as worded below in token of acceptance of all the terms and conditions of the tender documents. Otherwise the tender will not be considered under any circumstances.

    I / We
    - **Company / Vendor Name:_____**
    - **Postal Address:_____ _____**
    - **Tel. No: _____ Mob No. _____**
    - **NTN# : _____GST#: _____**

    The undersigned certify that our above named Firm/Company is not blacklisted by any Govt. Office and the terms & conditions as contained in this document, viz "***Terms and Conditions***" are accepted unconditionally and in the event of selection of my/our bid; the agreement will be entered into.

    _____
    Sign & Stamp

Note:
1. Please quote the rates on our BoQs and clearly mention the quoted item(s) Make / Model / Country of Origin and Guarantee/Warranty, otherwise your bid / items may lead to rejection.
2. The quoted item(s) should be of the same specs, make/model or their equivalent.
3. In Addition to filling of the attached BoQs, supporting literature of the quoted model must be attached for verification & technical evaluation of the required specification by the bid evaluation committee. In case of any clash found between the quoted model and the literature model, the item/bid may be rejected.
4. Please also attach the Certificate supporting being Active Taxpayer as per requirement of FBR.